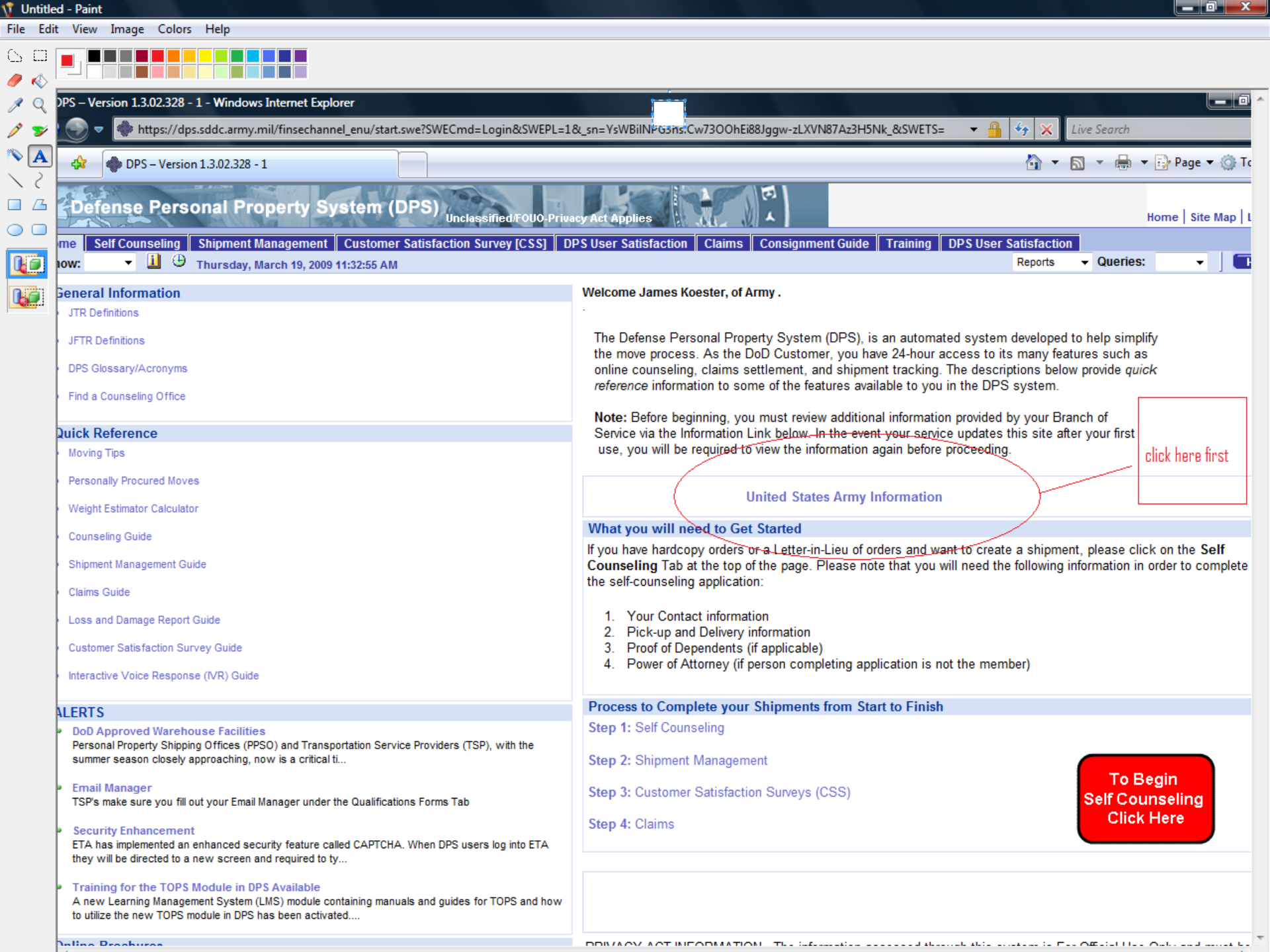
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ALERTS
DoD Approved Warehouse Facilities
Personal Property Shipping Offices (PPSO) and Transportation Service Providers (TSP), with the summer season closely approaching, now is a critical ti...
Email Manager
TSP's make sure you fill out your Email Manager under the Qualifications Forms Tab
Security Enhancement
ETA has implemented an enhanced security feature called CAPTCHA. When DPS users log into ETA they will be directed to a new screen and required to ty...
Training for the TOPS Module in DPS Available
A new Learning Management System (LMS) module containing manuals and guides for TOPS and how to utilize the new TOPS module in DPS has been activated....
Welcome James Koester, of Army .
The Defense Personal Property System (DPS), is an automated system developed to help simplify the move process. As the DoD Customer, you have 24-hour access to its many features such as online counseling, claims settlement, and shipment tracking. The descriptions below provide quick reference information to some of the features available to you in the DPS system.
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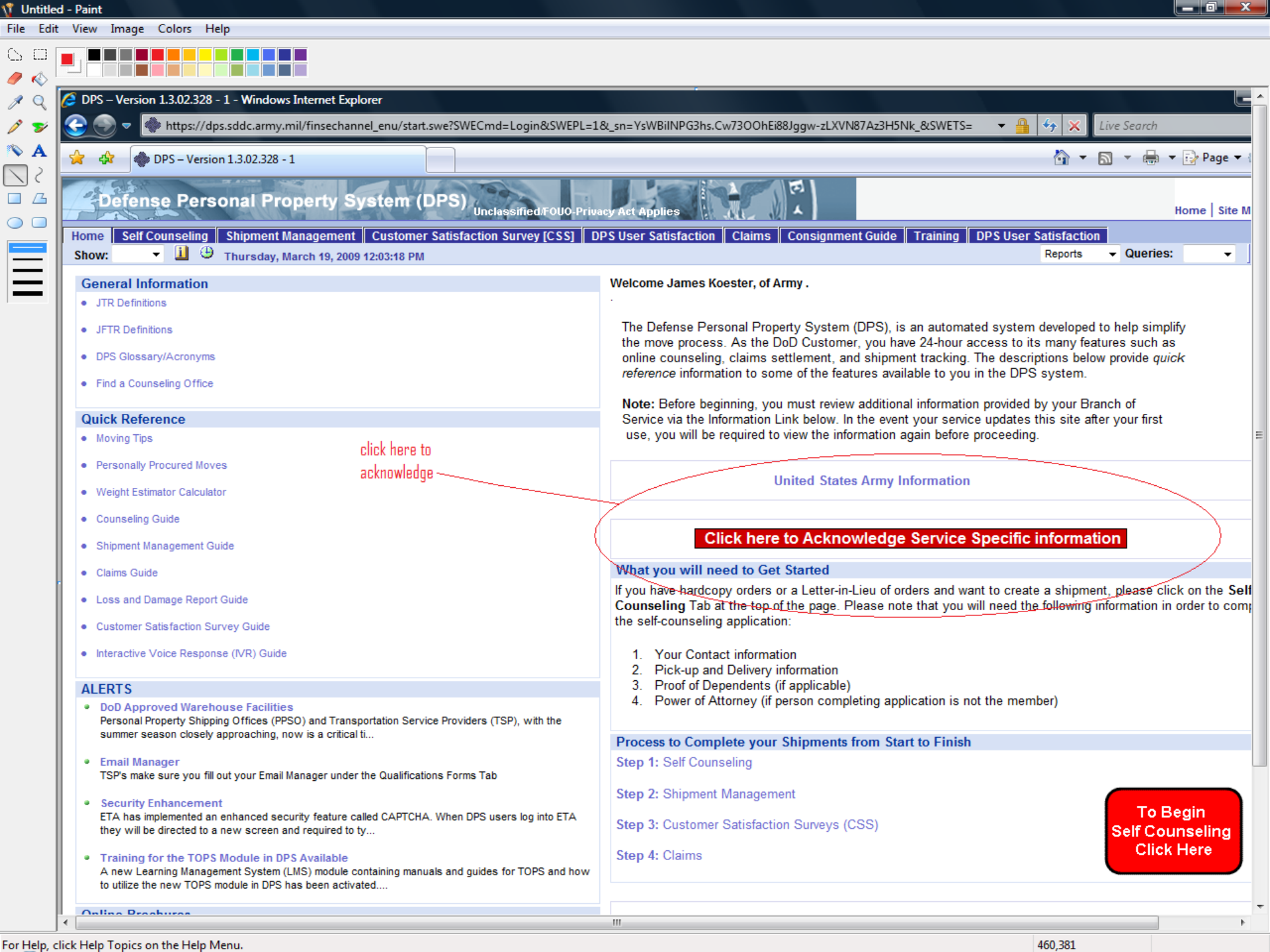
click here first
United States Army Information
What you will need to Get Started
If you have hardcopy orders or a Letter-in-Lieu of orders and want to create a shipment, please click on the Self Counseling Tab at the top of the page. Please note that you will need the following information in order to complete the self-counseling application:
1. Your Contact information
2. Pick-up and Delivery information
3. Proof of Dependents (if applicable)
4. Power of Attorney (if person completing application is not the member)
Process to Complete your Shipments from Start to Finish
Step 1: Self Counseling
Step 2: Shipment Management
Step 3: Customer Satisfaction Surveys (CSS)
Step 4: Claims
To Begin Self Counseling Click Here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click here to acknowledge
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Click here to Acknowledge Service Specific information
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For Help, click Help Topics on the Help Menu.
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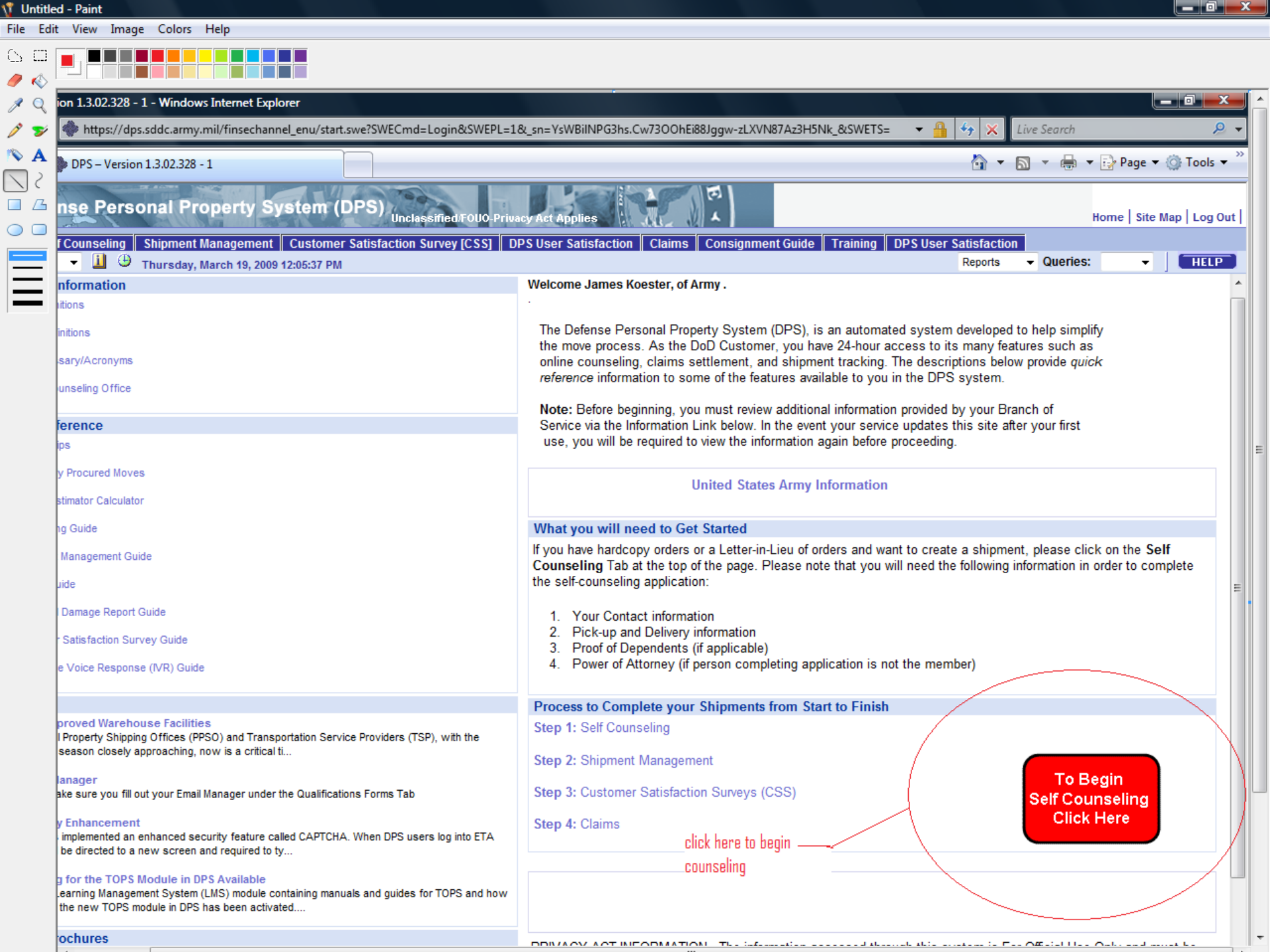
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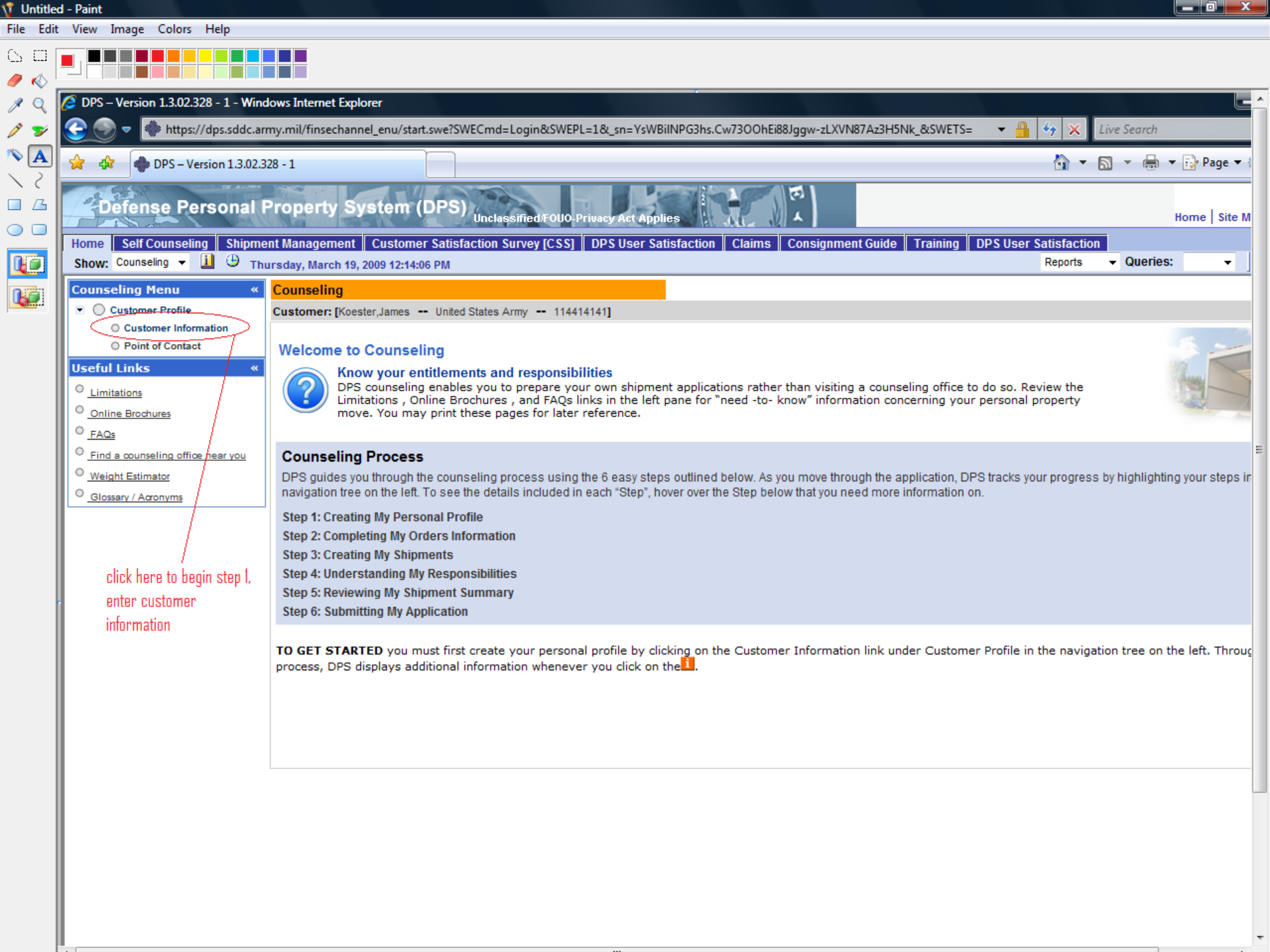
click here to begin counseling
To Begin Self Counseling Click Here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click here to begin step 1, enter customer information
Counseling
Customer: [Koester,James -- United States Army -- 114414141]
Welcome to Counseling
Know your entitlements and responsibilities
DPS counseling enables you to prepare your own shipment applications rather than visiting a counseling office to do so. Review the Limitations , Online Brochures , and FAQs links in the left pane for "need -to- know" information concerning your personal property move. You may print these pages for later reference.
Counseling Process
DPS guides you through the counseling process using the 6 easy steps outlined below. As you move through the application, DPS tracks your progress by highlighting your steps in navigation tree on the left. To see the details included in each "Step", hover over the Step below that you need more information on.
Step 1: Creating My Personal Profile
Step 2: Completing My Orders Information
Step 3: Creating My Shipments
Step 4: Understanding My Responsibilities
Step 5: Reviewing My Shipment Summary
Step 6: Submitting My Application
TO GET STARTED you must first create your personal profile by clicking on the Customer Information link under Customer Profile in the navigation tree on the left. Throug process, DPS displays additional information whenever you click on the .

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- Customer Profile
  - Customer Information
  - Point of Contact

Useful Links
- Limitations
- Online Brochures
- FAQs
- Find a counseling office near you
- Weight Estimator
- Glossary / Acronyms

Customer Information

Customer: [Koester,James -- United States Army -- 114414141]

So that you can be reached during your move, please use the area below to provide accurate contact data, to include email addresses. Your contact information can be updated at any time. Once your shipment(s) have been delivered, you will be emailed a customer satisfaction survey to complete which will support DoD's efforts in providing quality customer service.

Customer Information

*Branch Of Service:	United States Army	
*Personnel Status:	--Select From Below--	
*Primary Phone Number:		FORMAT: xxx-xxx-xxxx for Domestic
Secondary Phone Number:		FORMAT: xxx-xxx-xxxx for Domestic
*Primary Email:		Ex: johndoe@usa.gov
Secondary Email:		

Permanent Contact Address

*Address Line 1:

Address Line 2:

Location

(•) CONUS (U.S) ( ) OCONUS (Non U.S)

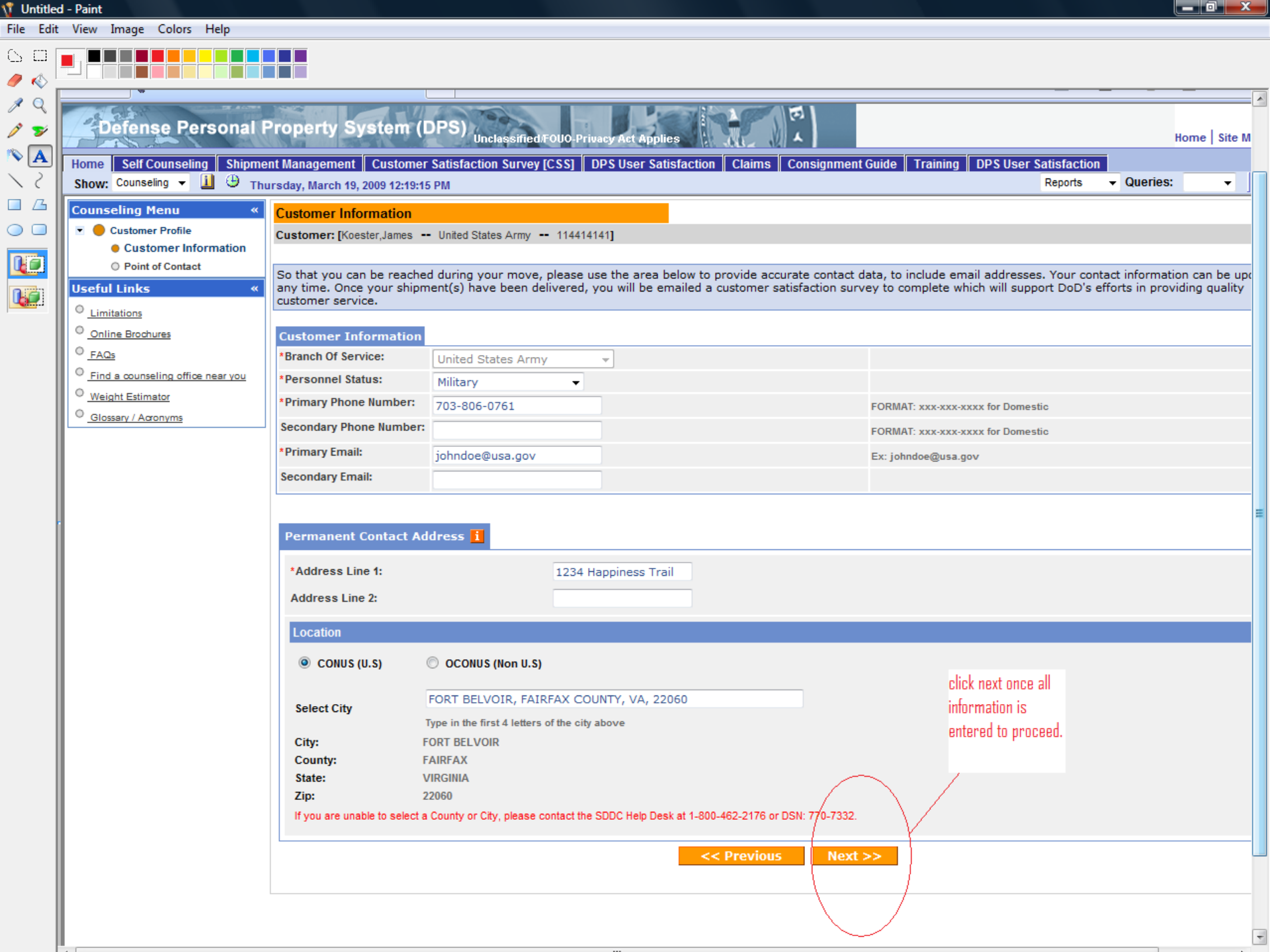
Select City

Type in the first 4 letters of the city above

City:
County:
State:
Zip:

If you are unable to select a County or City, please contact the SDDC Help Desk at 1-800-462-2176 or DSN: 770-7332.

<< Previous Next >>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Customer Information
Customer: [Koester,James -- United States Army -- 114414141]
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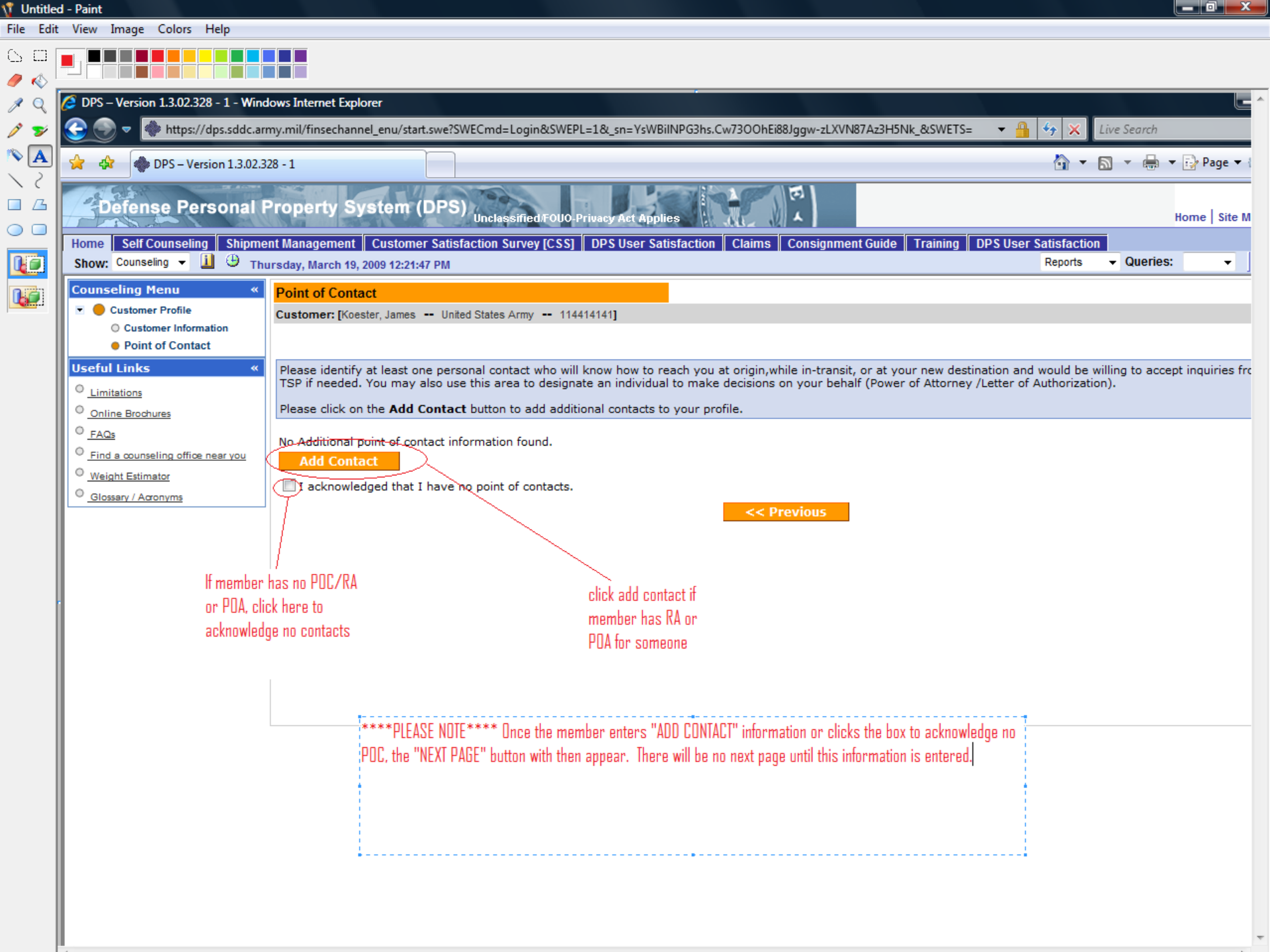
any time. Once your shipment(s) have been delivered, you will be emailed a customer satisfaction survey to complete which will support DoD's efforts in providing quality
customer service.
Customer Information
*Branch Of Service: United States Army
*Personnel Status: Military
*Primary Phone Number: 703-806-0761
FORMAT: xxx-xxx-xxxx for Domestic
Secondary Phone Number:
FORMAT: xxx-xxx-xxxx for Domestic
*Primary Email: johndoe@usa.gov
Ex: johndoe@usa.gov
Secondary Email:
Permanent Contact Address
*Address Line 1: 1234 Happiness Trail
Address Line 2:
Location
CONUS (U.S)
OCONUS (Non U.S)
Select City
FORT BELVOIR, FAIRFAX COUNTY, VA, 22060
Type in the first 4 letters of the city above
City: FORT BELVOIR
County: FAIRFAX
State: VIRGINIA
Zip: 22060
If you are unable to select a County or City, please contact the SDDC Help Desk at 1-800-462-2176 or DSN: 770-7332.
click next once all information is entered to proceed.
<< Previous
Next >>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Point of Contact
Customer: [Koester, James -- United States Army -- 114414141]
Please identify at least one personal contact who will know how to reach you at origin,while in-transit, or at your new destination and would be willing to accept inquiries fr
TSP if needed. You may also use this area to designate an individual to make decisions on your behalf (Power of Attorney /Letter of Authorization).
Please click on the Add Contact button to add additional contacts to your profile.
No Additional point of contact information found.
Add Contact
I acknowledged that I have no point of contacts.
<< Previous
If member has no POC/RA or POA, click here to acknowledge no contacts
click add contact if member has RA or POA for someone
****PLEASE NOTE**** Once the member enters "ADD CONTACT" information or clicks the box to acknowledge no POC, the "NEXT PAGE" button with then appear. There will be no next page until this information is entered.

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  - Tour Information
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- Weight Estimator
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Rank & Hard Copy Orders

Customer: [Koester, James -- United States Army -- 114414141]

Please indicate the applicable rank & orders information as stated on your travel orders.

*Rank/Pay Grade:	--Select From Below--
* Do you have Hard Copy Orders?	Yes No

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  - Additional Information
  - Summary

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- Weight Estimator
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Order Information

Customer: [Koester, James -- United States Army -- 114414141]

Please indicate the applicable orders information as stated on your travel orders.

*Order Number:	
*Order Date:	
Headquarters Issuing Orders:	
Gaining Unit:	

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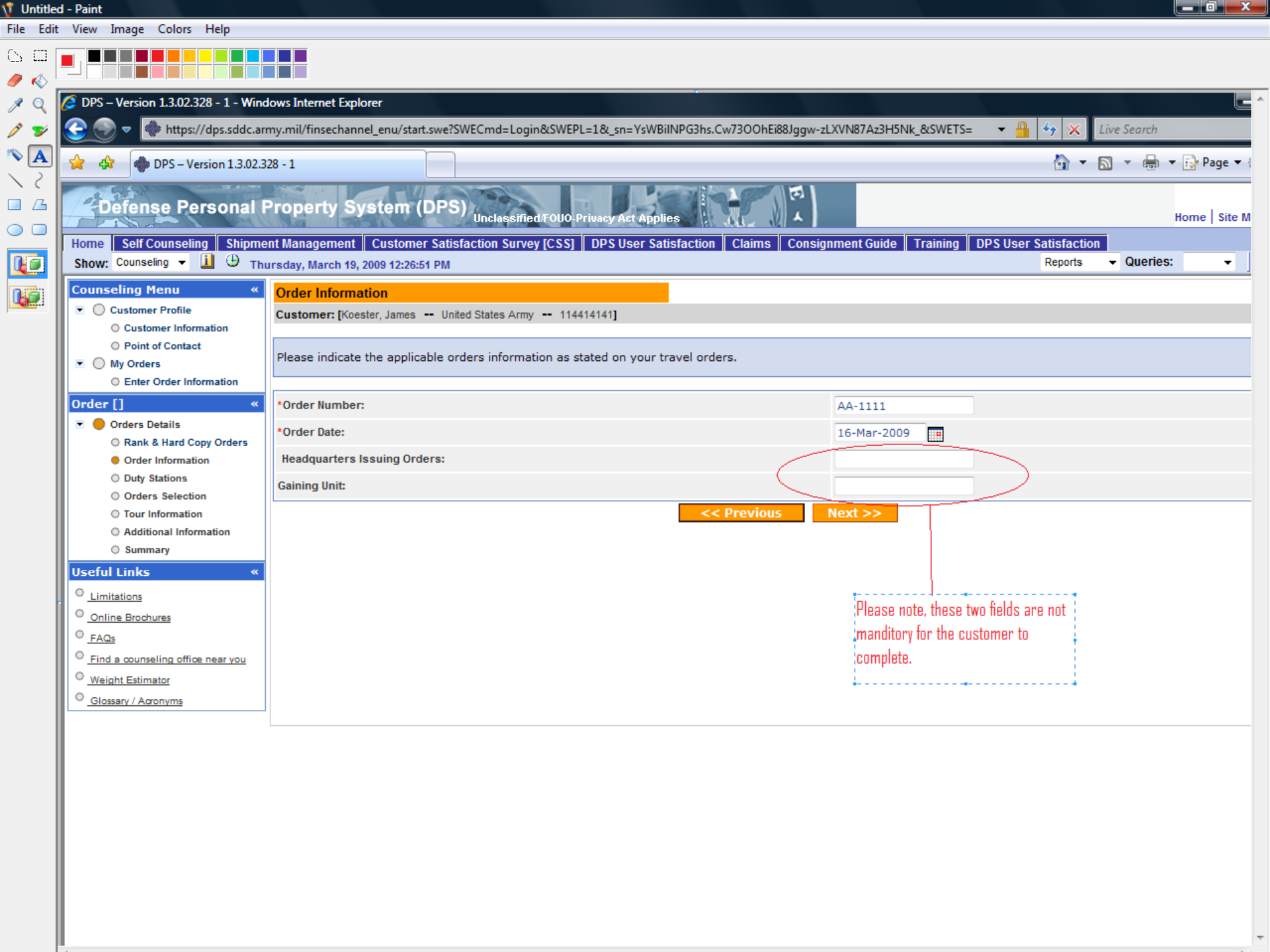
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Order Information
Customer: [Koester, James -- United States Army -- 114414141]
Please indicate the applicable orders information as stated on your travel orders.
*Order Number:
AA-1111
*Order Date:
16-Mar-2009
Headquarters Issuing Orders:
Gaining Unit:
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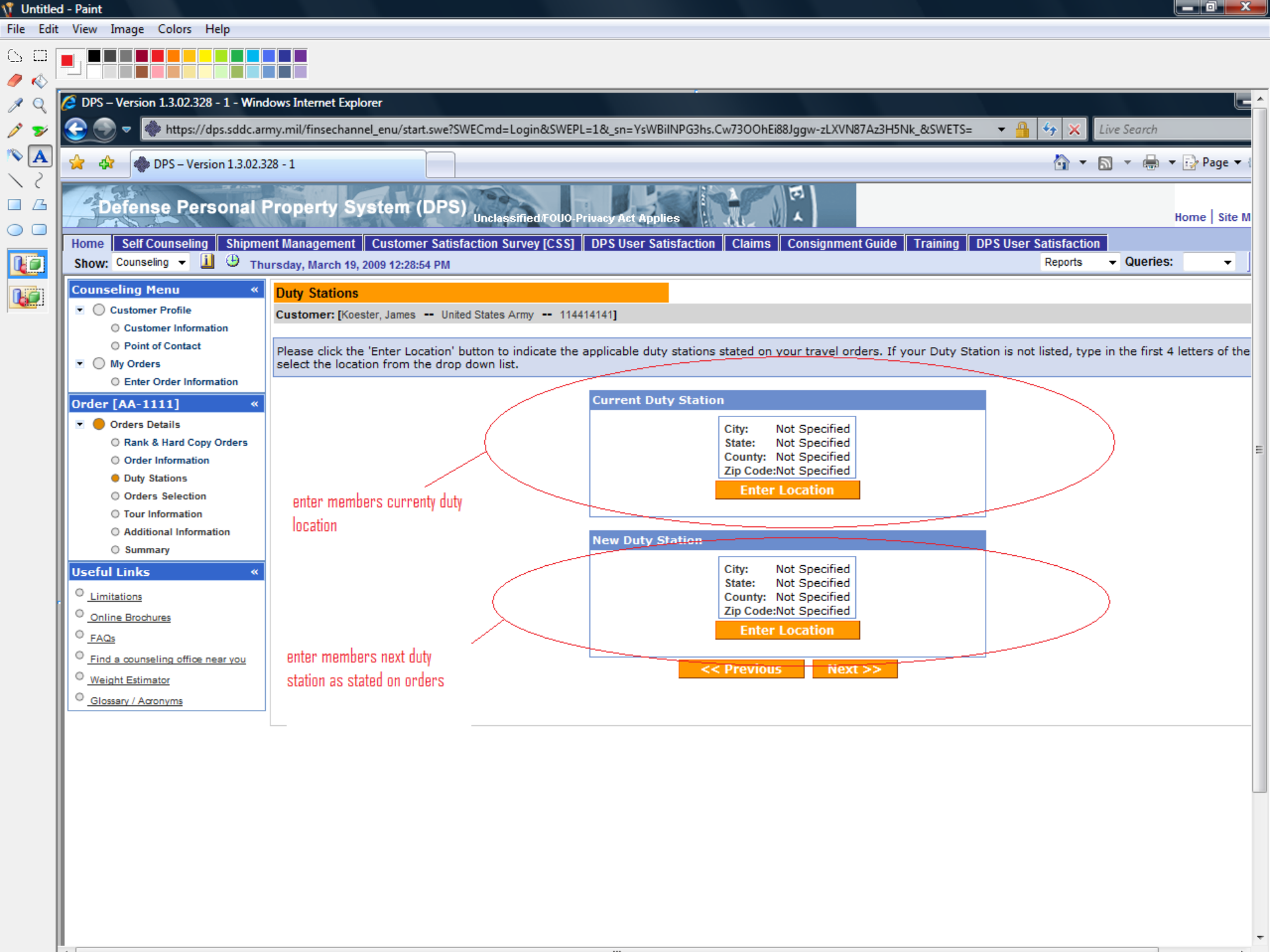
Please note, these two fields are not manditory for the customer to complete.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Duty Stations
Customer: [Koester, James -- United States Army -- 114414141]
Please click the 'Enter Location' button to indicate the applicable duty stations stated on your travel orders. If your Duty Station is not listed, type in the first 4 letters of the select the location from the drop down list.
Current Duty Station
City: Not Specified
State: Not Specified
County: Not Specified
Zip Code: Not Specified
Enter Location
New Duty Station
City: Not Specified
State: Not Specified
County: Not Specified
Zip Code: Not Specified
Enter Location
<< Previous
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enter members currenty duty location
enter members next duty station as stated on orders

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  - Additional Information
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- Weight Estimator
- Glossary / Acronyms

Order Selection

Customer: [Koester, James -- United States Army -- 114414141]

Step 1: Select an Order Type from the drop-down menu below. If you do not see yours listed, select "Various" for more options.
Step 2: Select the appropriate Authorized Order from the list. If the options listed do not appear on your orders, please contact your local Counseling office for assistance.

Order Type:

Local Move
Permanent Change of Station
Retirement
Separation
Temporary Duty
Various

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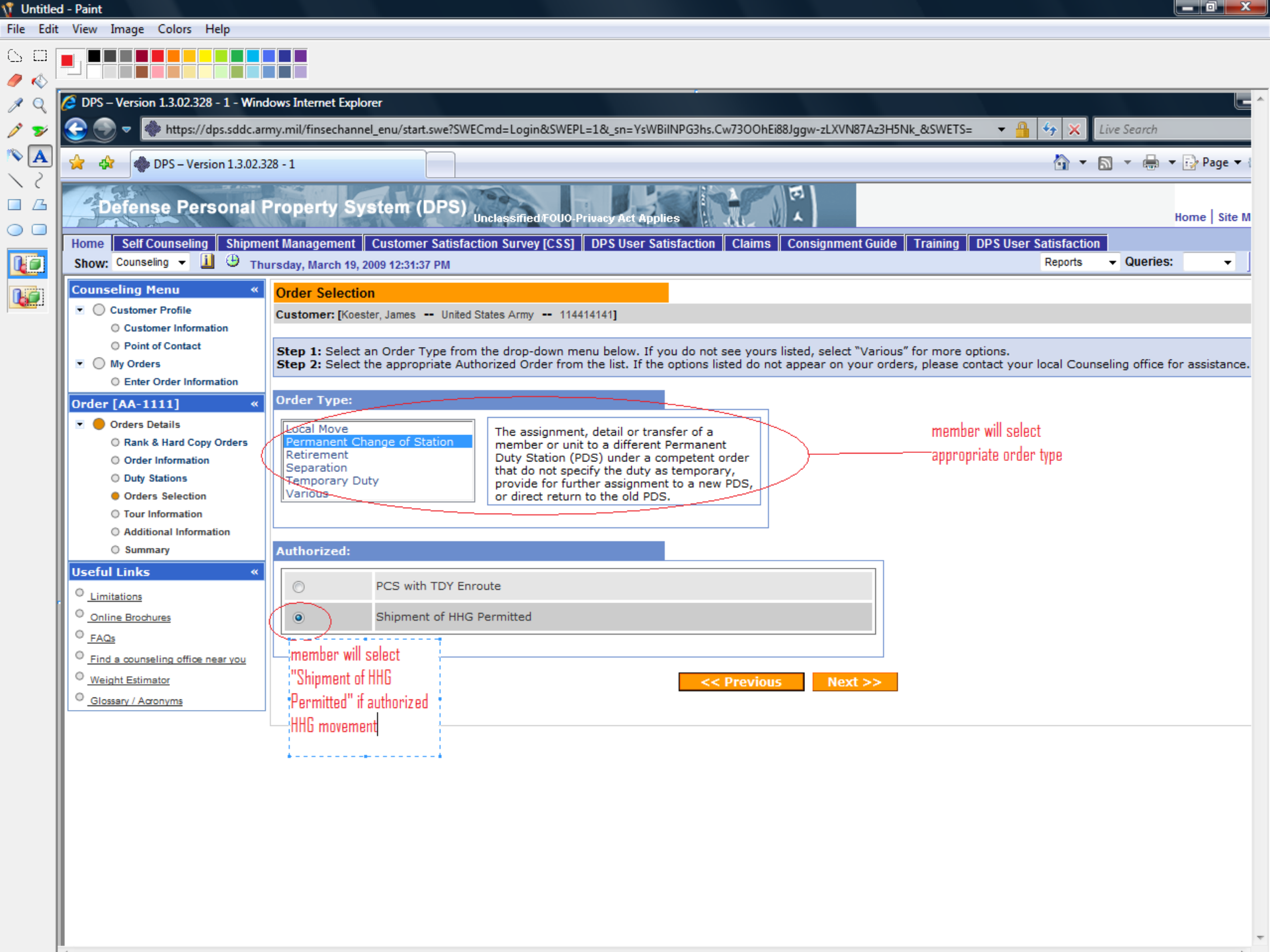
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Customer: [Koester, James -- United States Army -- 114414141]
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Step 2: Select the appropriate Authorized Order from the list. If the options listed do not appear on your orders, please contact your local Counseling office for assistance.
Order Type:
Local Move
Permanent Change of Station
Retirement
Separation
Temporary Duty
Various
The assignment, detail or transfer of a member or unit to a different Permanent Duty Station (PDS) under a competent order that do not specify the duty as temporary, provide for further assignment to a new PDS, or direct return to the old PDS.
member will select appropriate order type
Authorized:
PCS with TDY Enroute
Shipment of HHG Permitted
member will select "Shipment of HHG Permitted" if authorized HHG movement
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  - Duty Stations
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  - Tour Information
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  - Summary

Entitlements

PCS: 11000 lbs.
Remaining PCS: 11000 lbs.

Useful Links
- Limitations
- Online Brochures
- FAQs
- Find a counseling office near you
- Weight Estimator
- Glossary / Acronyms

Tour Information

Customer: [Koester, James -- United States Army -- 114414141]

Please indicate the applicable orders information as stated on your travel orders.

* Report Date:

* Do You Have Dependents? Yes No

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Order [AA-1111]
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Entitlements

PCS: 13000 lbs.
Remaining PCS: 13000 lbs.

Useful Links
- Limitations
- Online Brochures
- FAQs
- Find a counseling office near you
- Weight Estimator
- Glossary / Acronyms

Additional Information

Customer: [Koester, James -- United States Army -- 114414141]

Based on the information you have provided on previous screens, please indicate if any of the following will apply to your upcoming move.

Orders Additional Information

* Are You Shipping a POV?	Yes No
* Are You Shipping a Motorcycle?	Yes No
* Are You Shipping a Boat?	Yes No
* Are You Shipping a Mobile Home?	Yes No
* Do you currently have items in Non-Temporary Storage(NTS)?	Yes No

Orders Specific Questions

* Will you be storing your HHG in lieu of an HHG Shipment?	Yes No

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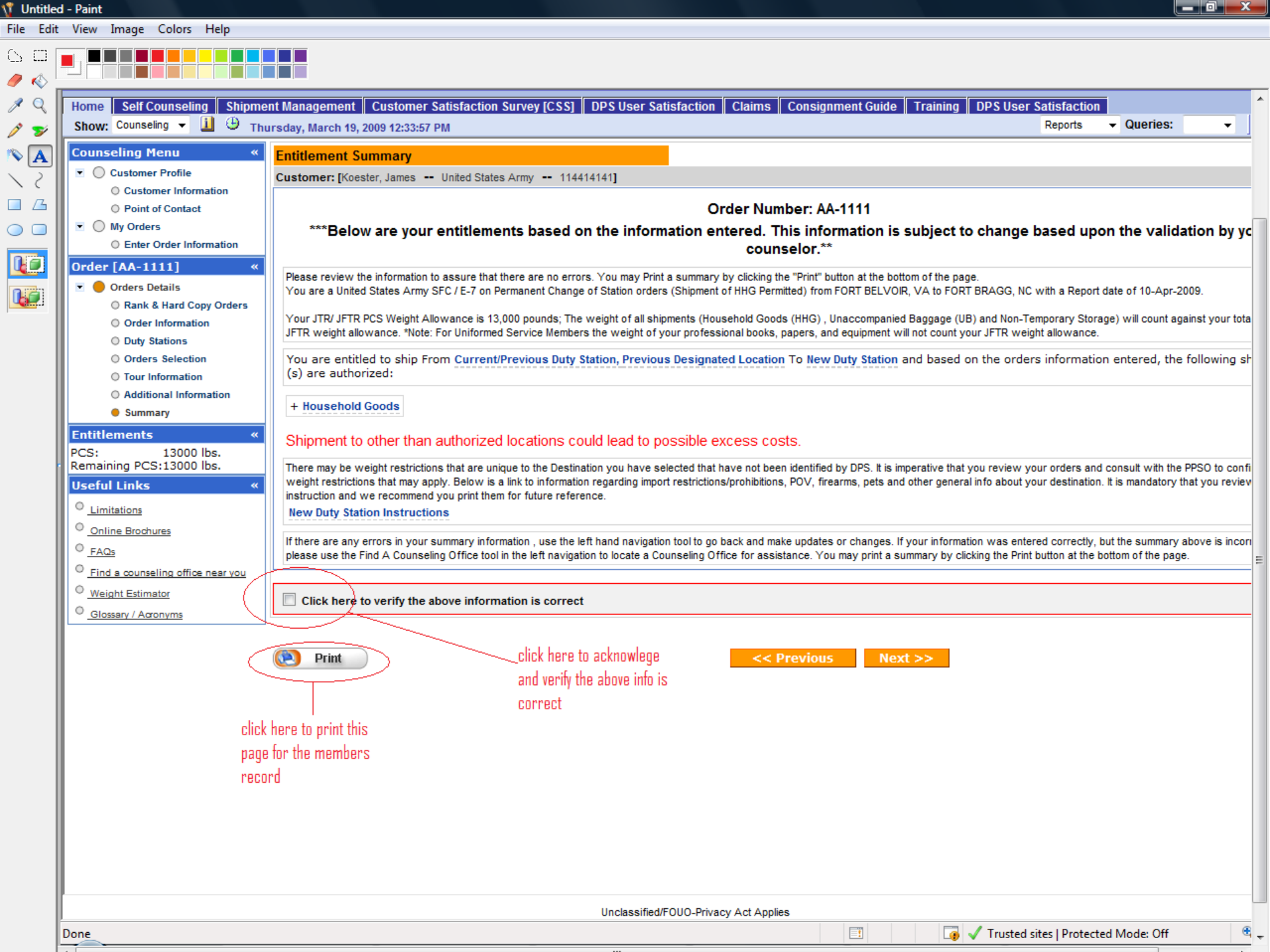
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Remaining PCS:13000 lbs.
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Entitlement Summary
Customer: [Koester, James -- United States Army -- 114414141]
Order Number: AA-1111
***Below are your entitlements based on the information entered. This information is subject to change based upon the validation by yc counselor.**
Please review the information to assure that there are no errors. You may Print a summary by clicking the "Print" button at the bottom of the page.
You are a United States Army SFC / E-7 on Permanent Change of Station orders (Shipment of HHG Permitted) from FORT BELVOIR, VA to FORT BRAGG, NC with a Report date of 10-Apr-2009.
Your JTR/ JFTR PCS Weight Allowance is 13,000 pounds; The weight of all shipments (Household Goods (HHG) , Unaccompanied Baggage (UB) and Non-Temporary Storage) will count against your tota JFTR weight allowance. *Note: For Uniformed Service Members the weight of your professional books, papers, and equipment will not count your JFTR weight allowance.
You are entitled to ship From Current/Previous Duty Station, Previous Designated Location To New Duty Station and based on the orders information entered, the following sh (s) are authorized:
+ Household Goods
Shipment to other than authorized locations could lead to possible excess costs.
There may be weight restrictions that are unique to the Destination you have selected that have not been identified by DPS. It is imperative that you review your orders and consult with the PPSO to confi weight restrictions that may apply. Below is a link to information regarding import restrictions/prohibitions, POV, firearms, pets and other general info about your destination. It is mandatory that you reviev instruction and we recommend you print them for future reference.
New Duty Station Instructions
If there are any errors in your summary information , use the left hand navigation tool to go back and make updates or changes. If your information was entered correctly, but the summary above is incor please use the Find A Counseling Office tool in the left navigation to locate a Counseling Office for assistance. You may print a summary by clicking the Print button at the bottom of the page.
Click here to verify the above information is correct
Print
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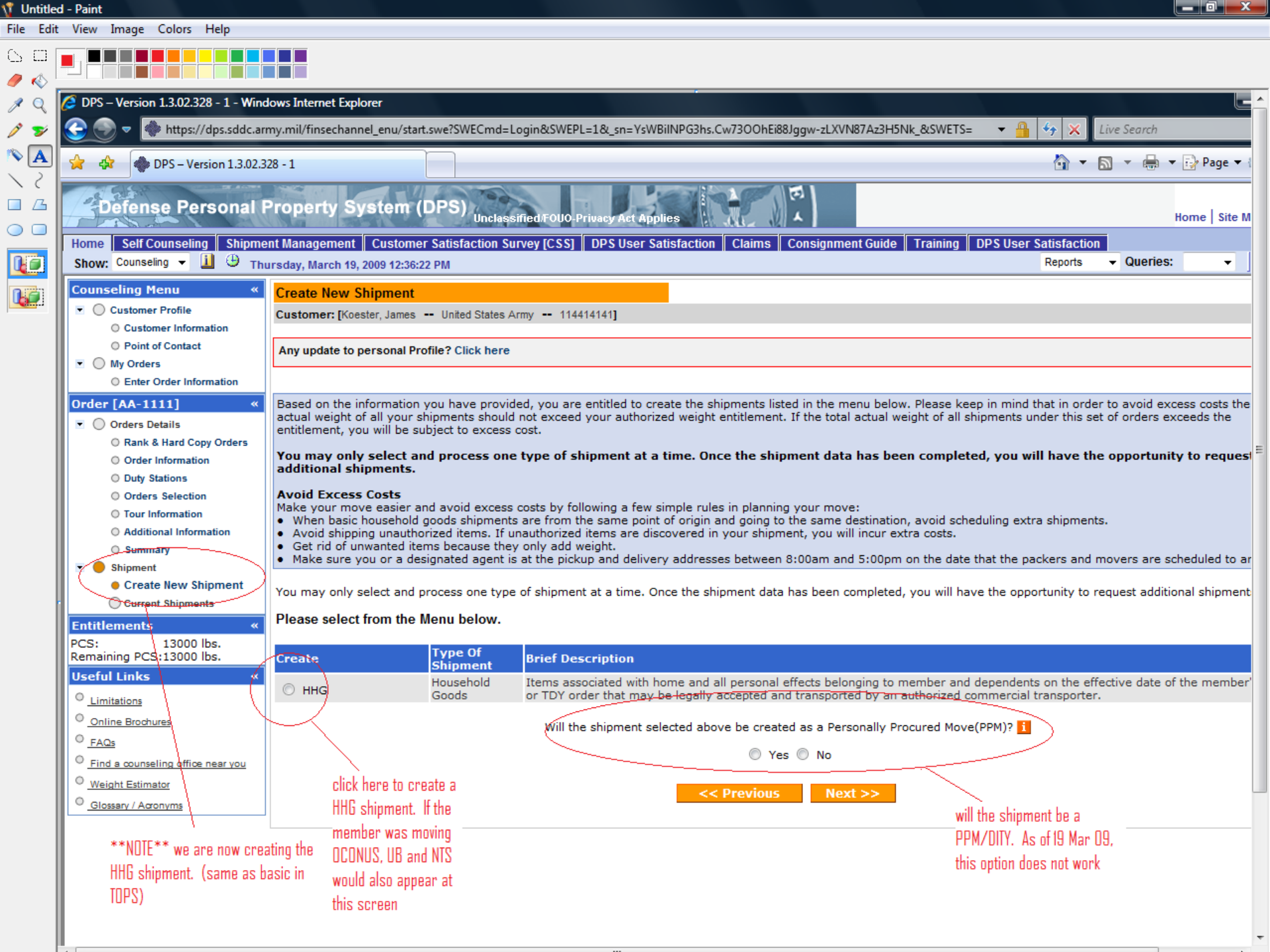
click here to acknowlege and verify the above info is correct
click here to print this page for the members record
Unclassified/FOUO-Privacy Act Applies
Done
Trusted sites | Protected Mode: Off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Remaining PCS:13000 lbs.
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Create New Shipment
Customer: [Koester, James -- United States Army -- 114414141]
Any update to personal Profile? Click here
Based on the information you have provided, you are entitled to create the shipments listed in the menu below. Please keep in mind that in order to avoid excess costs the actual weight of all your shipments should not exceed your authorized weight entitlement. If the total actual weight of all shipments under this set of orders exceeds the entitlement, you will be subject to excess cost.
You may only select and process one type of shipment at a time. Once the shipment data has been completed, you will have the opportunity to reques additional shipments.
Avoid Excess Costs
Make your move easier and avoid excess costs by following a few simple rules in planning your move:
When basic household goods shipments are from the same point of origin and going to the same destination, avoid scheduling extra shipments.
Avoid shipping unauthorized items. If unauthorized items are discovered in your shipment, you will incur extra costs.
Get rid of unwanted items because they only add weight.
Make sure you or a designated agent is at the pickup and delivery addresses between 8:00am and 5:00pm on the date that the packers and movers are scheduled to ar
You may only select and process one type of shipment at a time. Once the shipment data has been completed, you will have the opportunity to request additional shipment
Please select from the Menu below.
Create
Type Of Shipment
Brief Description
HHG
Household Goods
Items associated with home and all personal effects belonging to member and dependents on the effective date of the member' or TDY order that may be legally accepted and transported by an authorized commercial transporter.
Will the shipment selected above be created as a Personally Procured Move(PPM)?
Yes No
<< Previous
Next >>
NOTE we are now creating the HHG shipment. (same as basic in TOPS)
click here to create a HHG shipment. If the member was moving OCONUS, UB and NTS would also appear at this screen
will the shipment be a PPM/DITY. As of 19 Mar 09, this option does not work

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Entitlements
PCS: 13000 lbs.
Remaining PCS:13000 lbs.

Useful Links
- Limitations
- Online Brochures
- FAQs
- Find a counseling office near you
- Weight Estimator
- Glossary / Acronyms

Shipment Information

Customer: [Koester, James -- United States Army -- 114414141]

Please find information regarding the shipment you have selected to create. You will be required to acknowledge that you have read the information before proceeding.

HHG

Household Goods (HHG): Items associated with the home and personal effects belonging to the customer and dependents on the effective date of the customers orders. Only items that may be legally transported by commercial carrier are allowed.

HHG may include:

- Weapons
- Vehicles other than POV: Such as motorcycles, mopeds, jet skis, hang gliders, snowmobiles, golf carts and their associated trailers.
- Boats: For uniformed service members, boats 14 ft in length and under and without a trailer may be shipped as HHG. The definition of boats includes, but is not limited to canoes, skiffs, sailboats, light rowboats, kayaks, and dinghies and sculls. Boats in excess of 14 ft or any boat with a trailer must be shipped separately, which in most cases, may result in excess costs for the member. **You must create a separate boat shipment if your boat is greater than 14 feet or has a trailer** .You are responsible for paying all accessorial charges associated with shipping your boat and you are responsible for removing pilferable gear, clothing, televisions, skis and similar items. All antennas, masts, fishing/trolling poles and outriggers must be lowered or removed.
  For Civilians only: any boat and associated trailer 8ft in width and under can be shipped and will be included in the shipment as HHG.
- Spare parts for POV: Including extra tires, wheels, battery chargers; replacement parts subject to normal wear such as spark plugs, filters, hoses, fan belts; tools, tune-Up or repair kits; seasonal items such as snow and ice removal equipment and heaters; special seats and beds for children.

HHG may not include: Live ammunition, live animals, including birds, fish and reptiles, mobile homes, camper trailers, airplanes, farming vehicles, privately-Owned vehicles (POV) such as a car, van or truck (except motorcycle), building materials or cordwood, goods for sale or commercial use, perishable items, including plants (except for local move), goods not for member or dependent use or items acquired after effective date of orders.

Entitlements: Your entitlements are based on the type of orders issued to you, however, your basic entitlements include the shipment of your household goods to your next duty station.

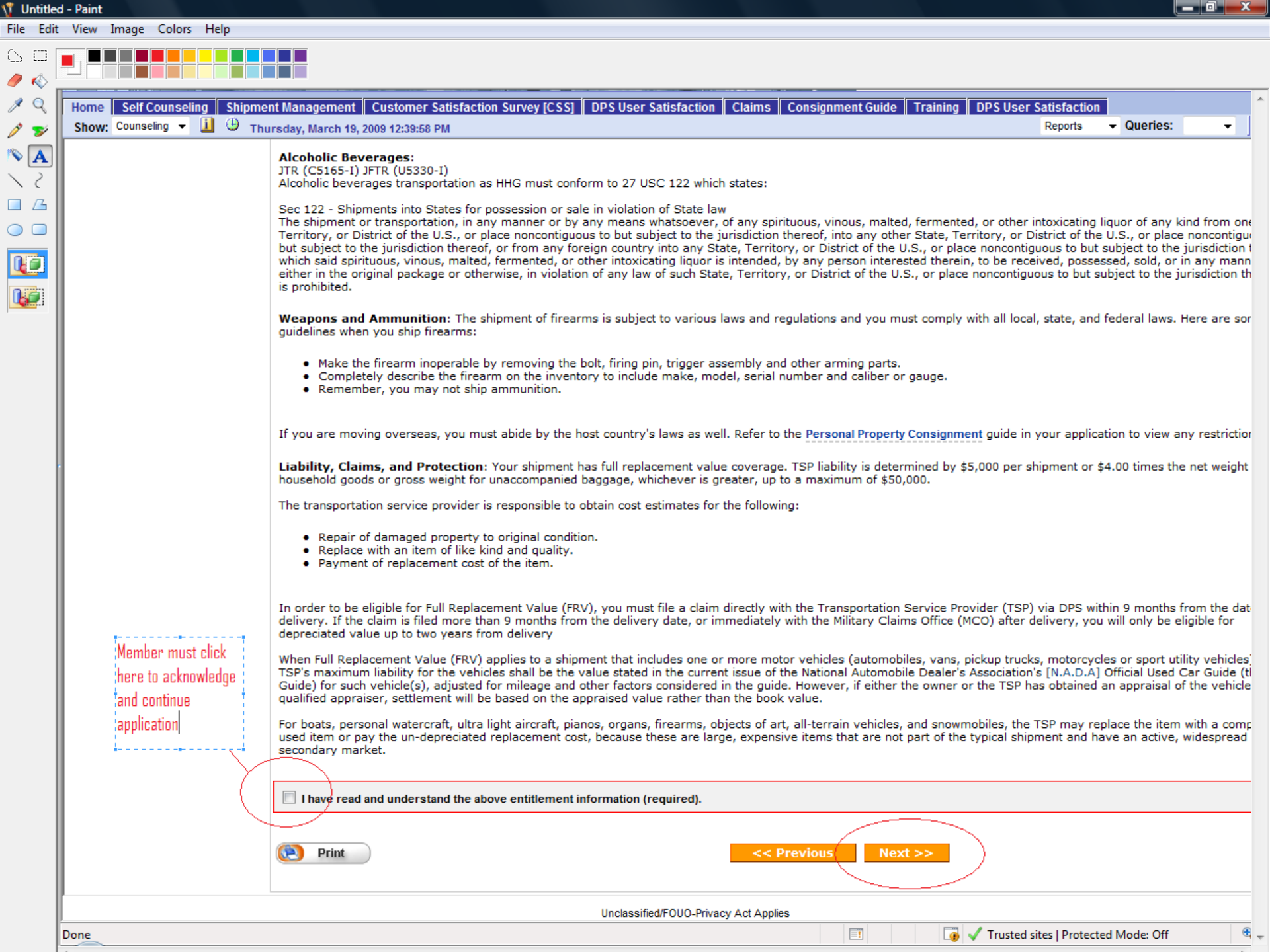
Weight Allowance: There are two kinds of weight allowances:

- PCS weight allowance, which is based on your pay grade and whether you have or do not have dependent(s).
- Temporary weight allowance, which is for those of you who are going on temporary duty or PCS with temporary duty en route. It is strictly for items required by you while you are on temporary duty; it is not intended for dependents. Upon completion of your temporary duty, you may ship this weight to your ultimate duty station.

Weight Restriction at New Duty Station (if any): Some overseas areas restrict the amount of weight you are authorized to ship. Review the personal property consignment guide to view if there are any types of shipping restrictions based on your shipments destination. You are authorized to store your personal property at government expense or your personal property to a designated location if a weight restriction is in place.

Excess Cost: It is your responsibility to reimburse the government for any excess cost incurred by your shipment(s). You will be required to pay excess cost:

- If you exceed your authorized weight allowance, either on your PCS or temporary weight allowances.
- If you choose to ship to other than an authorized place and it costs more to do so.
- If you request special services such as special routing, special loading, or any other services not provided under ordinary rates.
- If you request more than one household goods shipment from the same point of origin to the same point of destination.
- If you ship unauthorized articles in a shipment which are discovered after pickup.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Alcoholic Beverages:
JTR (C5165-I) JFTR (U5330-I)
Alcoholic beverages transportation as HHG must conform to 27 USC 122 which states:
Sec 122 - Shipments into States for possession or sale in violation of State law
The shipment or transportation, in any manner or by any means whatsoever, of any spirituous, vinous, malted, fermented, or other intoxicating liquor of any kind from one
Territory, or District of the U.S., or place noncontiguous to but subject to the jurisdiction thereof, into any other State, Territory, or District of the U.S., or place noncontiguo
but subject to the jurisdiction thereof, or from any foreign country into any State, Territory, or District of the U.S., or place noncontiguous to but subject to the jurisdiction t
which said spirituous, vinous, malted, fermented, or other intoxicating liquor is intended, by any person interested therein, to be received, possessed, sold, or in any mann
either in the original package or otherwise, in violation of any law of such State, Territory, or District of the U.S., or place noncontiguous to but subject to the jurisdiction th
is prohibited.
Weapons and Ammunition: The shipment of firearms is subject to various laws and regulations and you must comply with all local, state, and federal laws. Here are sor
guidelines when you ship firearms:
Make the firearm inoperable by removing the bolt, firing pin, trigger assembly and other arming parts.
Completely describe the firearm on the inventory to include make, model, serial number and caliber or gauge.
Remember, you may not ship ammunition.
If you are moving overseas, you must abide by the host country's laws as well. Refer to the Personal Property Consignment guide in your application to view any restrictio
Liability, Claims, and Protection: Your shipment has full replacement value coverage. TSP liability is determined by $5,000 per shipment or $4.00 times the net weight
household goods or gross weight for unaccompanied baggage, whichever is greater, up to a maximum of $50,000.
The transportation service provider is responsible to obtain cost estimates for the following:
Repair of damaged property to original condition.
Replace with an item of like kind and quality.
Payment of replacement cost of the item.
In order to be eligible for Full Replacement Value (FRV), you must file a claim directly with the Transportation Service Provider (TSP) via DPS within 9 months from the dat
delivery. If the claim is filed more than 9 months from the delivery date, or immediately with the Military Claims Office (MCO) after delivery, you will only be eligible for
depreciated value up to two years from delivery
When Full Replacement Value (FRV) applies to a shipment that includes one or more motor vehicles (automobiles, vans, pickup trucks, motorcycles or sport utility vehicles
TSP's maximum liability for the vehicles shall be the value stated in the current issue of the National Automobile Dealer's Association's [N.A.D.A] Official Used Car Guide (t
Guide) for such vehicle(s), adjusted for mileage and other factors considered in the guide. However, if either the owner or the TSP has obtained an appraisal of the vehicle
qualified appraiser, settlement will be based on the appraised value rather than the book value.
For boats, personal watercraft, ultra light aircraft, pianos, organs, firearms, objects of art, all-terrain vehicles, and snowmobiles, the TSP may replace the item with a comp
used item or pay the un-depreciated replacement cost, because these are large, expensive items that are not part of the typical shipment and have an active, widespread
secondary market.
Member must click here to acknowledge and continue application
I have read and understand the above entitlement information (required).
Print
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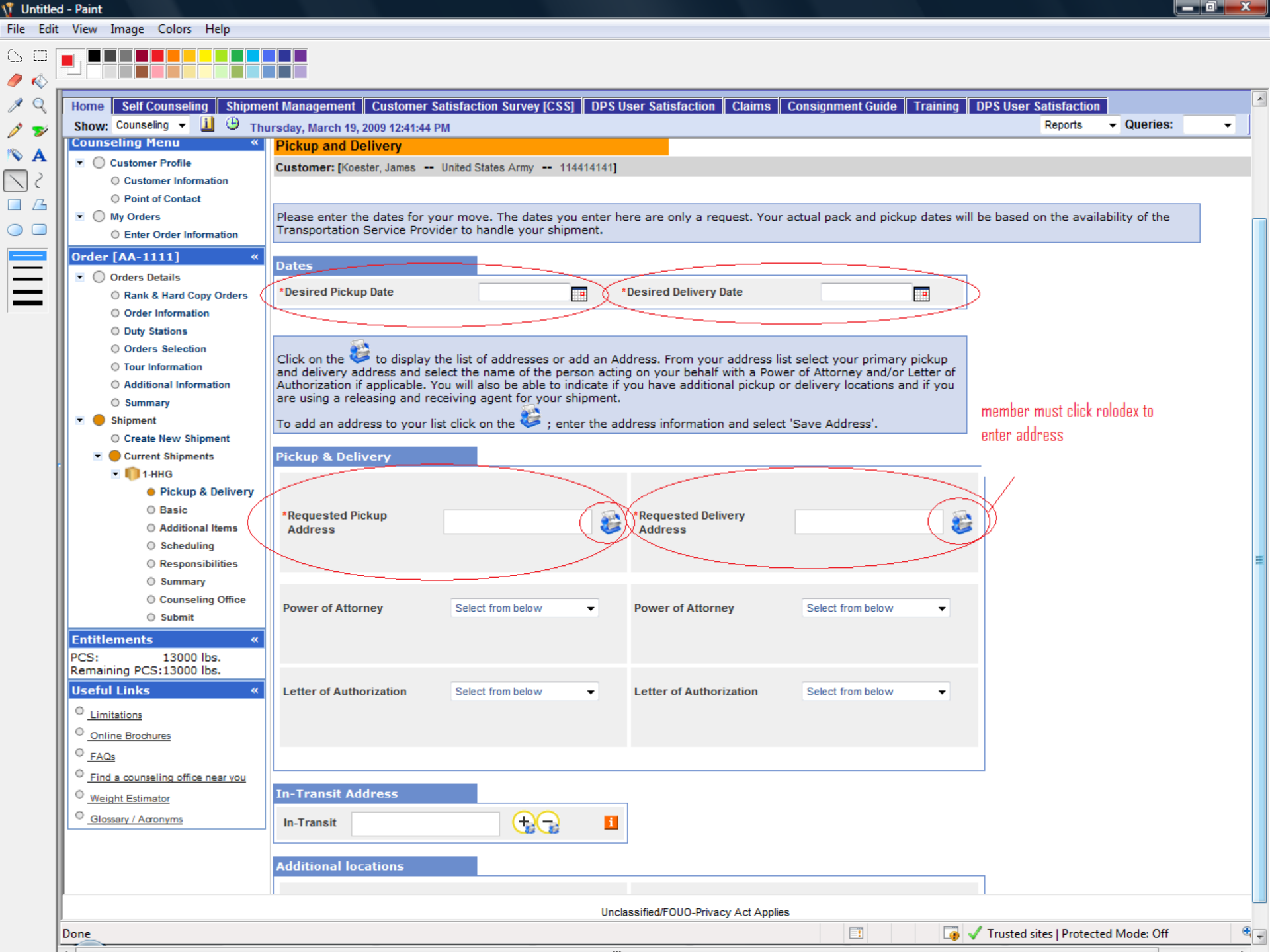
Unclassified/FOUO-Privacy Act Applies
Done
Trusted sites | Protected Mode: Off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PCS: 13000 lbs.
Remaining PCS:13000 lbs.
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Pickup and Delivery
Customer: [Koester, James -- United States Army -- 114414141]
Please enter the dates for your move. The dates you enter here are only a request. Your actual pack and pickup dates will be based on the availability of the Transportation Service Provider to handle your shipment.
Dates
*Desired Pickup Date
*Desired Delivery Date
Click on the to display the list of addresses or add an Address. From your address list select your primary pickup and delivery address and select the name of the person acting on your behalf with a Power of Attorney and/or Letter of Authorization if applicable. You will also be able to indicate if you have additional pickup or delivery locations and if you are using a releasing and receiving agent for your shipment.
To add an address to your list click on the ; enter the address information and select 'Save Address'.
member must click rolodex to enter address
Pickup & Delivery
*Requested Pickup Address
*Requested Delivery Address
Power of Attorney
Select from below
Power of Attorney
Select from below
Letter of Authorization
Select from below
Letter of Authorization
Select from below
In-Transit Address
In-Transit
Additional locations
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Done
Trusted sites | Protected Mode: Off

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Entitlements
PCS: 13000 lbs.
Remaining PCS: 13000 lbs.

Useful Links
- Limitations
- Online Brochures
- FAQs
- Find a counseling office near you
- Weight Estimator
- Glossary / Acronyms

Basic HHG

Customer: [Koester, James -- United States Army -- 114414141]

Please provide basic information about your shipment.

Shipment Weights | Destination Shipping Information

*Total estimated weight of your household goods [i.e. enter the total estimated weight of all items that are being shipped]		Weight Estimator Form
*Estimated weight of PBP&E [Pro Gear] [i.e. enter portion of Total estimated weight that is Pro Gear]	10	How will PBP&E affect my household goods weight?

Special Items included in shipment

☐ Grandfather clock	☐ Shrunk/Large wall unit	☐ Plasma TV	☐ Gas-powered equipment
☐ Spa/Jacuzzi	☐ Piano	☐ Shed	☐ High value items
☐ Alcoholic beverages	☐ Front load washer/dryer		
☐ Utility trailer			

Note: Only utility trailers of a single-axle with an overall length of no more than 12 feet (from rear to trailer hitch); with or without tilt beds and no wider than 8 feet (outside tire to outside tire) can be shipped as part of your HHG. Side rails or the body of the trailer must not be higher than 28 inches (unless detachable) and the ramp/gate for the utility trailer cannot be higher than 4 feet (unless detachable).

Additional Information

Are there any other articles of extra ordinary dimensions or unusual types of items included in your shipment? (E.g. JetSki)	

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Entitlements
PCS: 13000 lbs.
Remaining PCS:4100 lbs.

Useful Links
- Limitations
- Online Brochures
- FAQs
- Find a counseling office near you
- Weight Estimator
- Glossary / Acronyms

Motorcycles-Firearms

Customer: [Koester, James -- United States Army -- 114414141]

Additional Items Included in Shipment

Add Motorcycle

Add Firearm

Prohibited

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Entitlements
PCS: 13000 lbs.
Remaining PCS:4100 lbs.

Useful Links
- Limitations
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Scheduling

Customer: [Koester, James -- United States Army -- 114414141]

Based on the total estimated weight of **9,000** pounds, it will take **2** days to pack this shipment and **1** additional day(s) for pickup. It is estimated that it will take **5** days for this shipment to be delivered to your destination.

Shipment Dates

Note: All dates, including the "Desired delivery date", will be negotiated with the Transportation Service Provider during the premove survey. The "Estimated Shipment Arrival Date at Destination" is the standard transit time required based on the origin, destination, and estimated weight of shipment.

Desired Pickup Date:	Apr 10, 2009	Desired Delivery Date:	Apr 24, 2009
Estimated shipment arrival date at destination :	Apr 15, 2009		

Are you requesting a direct delivery? ○ Yes ◉ No

Transportation Service Provider (TSP) Preference

* Do you have a preferred TSP? ○ Yes ○ No

* **Do you have a non-preferred TSP?** ○ Yes ○ No

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Entitlements
PCS: 13000 lbs.
Remaining PCS:4100 lbs.

Useful Links
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Customer Responsibilities

Customer: [Koester, James -- United States Army -- 114414141]

- Member Responsibilities Before Packers Arrive
- Carrier Responsibilities on Moving Day
- High-Value Items
- Releasing or Receiving Agent
- Pickup from Private Storage or Mini-Warehouse
- Avoid Excess Personal Costs
- Three Critical Documents at Origin:
  1. Household Goods Descriptive Inventory
  2. DD Form 619
  3. Government Bill of Lading (GBL)

BE THERE ON MOVE DAY

You or your designated agent must be available between 8 a.m and 5 p.m for all scheduled pickup and delivery addresses on the days your personal property is packed, loaded, picked up and delivered. Failure to be present at the pick-up or delivery address may result in you paying attempted pickup or delivery charges. Leaving a minor or non-designated person will not fulfill this requirement.

MEMBER RESPONSIBILITIES BEFORE PACKERS ARRIVE

1. **Electronics** - Dismantle TV and radio antennas. Disconnect and prepare all components such as stereos, turntables, compact disc players, video disc players, printers, computers, televisions, and VCRs.
2. **Refrigerator** - Empty, defrost, and thoroughly wash the inside of refrigerators and freezers at least 24 hours before pickup. Empty the refrigerator bottom pan.
3. **Hot Tub/Water Bed** - Drain all water from hot tubs and water beds and allow to dry.
4. **Appliances** - Disconnect all appliances, washer hoses and dryer exhaust vents.
5. **Electrical Items** - Remove and unplug all electrical items, including window air conditioners.
6. **Unnecessary Items** - Dispose of worn out and unneeded items; they add unnecessary weight.
7. **Consumables** - Dispose of foods or other consumables that could spill or might spoil in transit.
8. **Off the Wall** - Remove pictures, utensil and food racks from the walls, take down curtain rods and valances. Remove everything from the attic or crawl space; packers are not required to go into these areas.
9. **PBP&E** - Separate all items of professional books, papers, and equipment from the rest of your property. When listed properly on the inventory, professional books, paper and equipment (PBP&E) are not counted as part of the weight allowance.
10. **Separate Special Items** - Separate all items of clothing, toys, and necessities that will not be shipped with the rest of the household goods. Place them in a separate area of the house and inform the movers and packers the room is off-limits.
11. **Got Pests** - No Pickup! - If necessary, have an extermination of the residence and household goods completed at least several days prior to the arrival of the packers.
    - **Goods will not be picked up** by the carrier if suspected of being bug infested. The member is responsible for costs associated with an attempted pickup.
12. **No Propane Tanks** - Dispose of propane tanks prior to shipment pick up.
13. **Motorcycles** - If shipping a motorcycle, ensure that the gas tank is empty. Disconnect the battery and secure the cables.
    - **If putting the motorcycle in storage**, remove and dispose of the battery. Proof of ownership, such as the registration, which describes the make, model, and vehicle identification number is required.
14. **Dirty Dishes & Clothing** - Ensure all your dirty dishes/clothes/bed linens, etc. are clean and ready to be packed by the movers. Also, trash or unwanted household goods should be disposed of prior to the arrival of the movers.

CARRIER RESPONSIBILITIES ON MOVING DAY

1. **Packing** and preparing your property for shipment.
2. **Using new and clean packing material** for linen, clothing, and bedding, and using new or like new packing material for other items.
3. **Packing** mirrors, pictures, and glass table tops in specially-designed cartons.

CUSTOMER SATISFACTION SURVEY

After delivery of your shipment, you will have the opportunity to complete a Customer Satisfaction Survey (CSS). This survey is very important since it impacts the quality ranking of Transportation Service Providers (TSPs). TSPs with better scores will be offered more shipments; therefore you have the opportunity to influence the selection of TSPs for your future shipments as well as the shipments of your fellow DoD personnel. Upon delivery of your shipment, you can access your survey by logging on to DPS and clicking on the CSS tab

SHIPMENT VALUE/CLAIMS

If the shipment was accepted by the NTS-Transportation Service Provider prior to 1 March 2008, it is possible the goods are only covered under depreciated value replacement for all or part of the shipment. If your shipment was accepted by the NTS-Transportation Service Provider after 1 March 2008, your shipment has Full Replacement Value (FRV) coverage. TSP liability is determined by $5,000 per shipment or $4.00 times the net weight for Household Goods or gross weight for Unaccompanied Baggage, whichever is greater, up to a maximum of $50,000. The Transportation Service Provider is responsible for obtaining cost estimates for the following:

- Repair of damaged property to original condition
- Replace with an item of like kind and quality
- Destination
- Payment of replacement cost of the item

In order to be eligible for Full Replacement Value (FRV), you must file a claim directly with the Transportation Service Provider (TSP) via DPS within 9 months from the date of delivery. If the claim is filed more than 9 months from the delivery date, or immediately with the Military Claims Office (MCO) after delivery, you will only be eligible for depreciated value up to two years from delivery.

If you notice loss and/or damage to your personal property at the time of delivery, you must submit a Loss/Damage Report in DPS and list those items. [If you file your actual claim within 75 days from the date of your delivery, you are not required to submit a Loss/Damage Report].

Warning: Submission of the Loss/Damage Report only provides notice of your Loss and Damage and does not constitute filing of your claim. Therefore you must file an actual claim to receive replacement/reimbursement for this loss/damage.
If you submit your Loss/Damage Report later than 75 days after your delivery date, you will be required to enter a reason for the delay.

GENERAL ITEMS

If there is any change in orders or there are other factors that could affect delivery of your shipment, you must contact either the Origin or Destination PPSO Transportation Office. It is your responsibility to contact the Destination PPSO or to update your destination contact information, including a point of contact, in DPS immediately upon arrival to your new destination for when your property arrives. This minimizes the risk of you missing a critical phone call or message and having your personal property placed in temporary storage (SIT – Storage-in-Transit). If your goods are placed in storage, you may have to wait several days to even weeks until delivery can be arranged. Remember, you or your designated agent must be present at the pick up and delivery locations between 8 a.m. and 5 p.m. on your scheduled dates.

Read the **It's Your Move Pamphlet** This pamphlet has been prepared to help you understand your entitlements and responsibilities concerning shipment of household goods, unaccompanied baggage, boats and firearms. It will also help you understand your entitlements and responsibilities in filing a claim for any loss or damage that may occur

Have a safe and successful move.

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☐ **I acknowledge that I have read and understand the entitlement information above.**

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  - Point of Contact
- My Orders
  - Enter Order Information

Order [AA-1111]
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Entitlements
PCS: 13000 lbs.
Remaining PCS:4100 lbs.

Useful Links
- Limitations
- Online Brochures
- FAQs
- Find a counseling office near you
- Weight Estimator
- Glossary / Acronyms

Shipment Summary

Customer: [Koester, James -- United States Army -- 114414141]

Below, please find a summary of the information entered for this shipment. If there are any errors, please click on the link on the left navigation menu to return to the applicable page.

Customer Profile

Name:	Koester, James	Branch:	United States Army
SSN/EIN:	114414141	Rank/Pay Grade:	SFC / E-7
Primary Phone:	703-806-0761	Primary Email:	robert.dupontjr@conus.army.mil

Permanent Contact Address:
1234 Happiness Trail
FORT BELVOIR,VA 22060

Order Details

Order: AA-1111 Permanent Change of Station Shipment of HHG Permitted

Order Date: 16-Mar-2009

Current duty station: FORT BELVOIR

New duty station: FORT BRAGG

Headquarters Issuing Orders:

Gaining Unit:

Shipment 1 - Household Goods

Pickup Information

Your Household Goods have a desired pickup date of **10-Apr-2009** from the pickup address:
1234 Test Street
FORT BELVOIR,VA 22060
703-806-0761

Delivery Information

Your Household Goods will be delivered on the desired delivery date of **24-Apr-2009** to the delivery address:
FORT BRAGG,NC 28307
703-806-0761

Estimated Weight

Here is the breakdown of your total estimated weight

Your estimated Household Goods weight	8,900 lbs
Your estimated PBP&E [Pro Gear] weight	100 lbs **

Scheduling
Responsibilities
Summary
Counseling Office
Submit

Entitlements

PCS: 13000 lbs.
Remaining PCS:4100 lbs.

Useful Links

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FAQs
Find a counseling office near you
Weight Estimator
Glossary / Acronyms

Pickup Information

Your Household Goods have a desired pickup date of **10-Apr-2009** from the pickup address:
1234 Test Street
FORT BELVOIR,VA 22060
703-806-0761

Delivery Information

Your Household Goods will be delivered on the desired delivery date of **24-Apr-2009** to the delivery address:
FORT BRAGG,NC 28307
703-806-0761

Estimated Weight

Here is the breakdown of your total estimated weight

Your estimated Household Goods weight	8,900 lbs
Your estimated PBP&E [Pro Gear] weight	100 lbs **
Total estimated weight	9,000 lbs

** The weight of PBP&E does not count against your weight allowance.

You will be responsible for the excess cost of $ 0

Special items included in your shipment

Additional Information

Your estimated shipment arrival at destination is on **15-Apr-2009** .

You have NOT requested direct delivery.

Click here to verify the above information is correct

Print

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Entitlements
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Useful Links
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- FAQs
- Find a counseling office near you
- Weight Estimator
- Glossary / Acronyms

Counseling Office

Customer: [Koester, James -- United States Army -- 114414141]

Once you submit your on-line application, it will be received and processed by the Personal Property Office. A Transportation counselor will review your information to ensure that it is complete and accurate. *Note: Your move cannot be scheduled until you have provided orders and other supporting documents, if applicable, to the transportation office listed below.* All counseling related documents must be provided to the transportation office within 6 business days of submitting your application. For a short notice pickup (requesting pickup within 5 business days), please provide supporting documentation as soon as possible.
You will be notified by the Transportation Service Provider once your shipment has been scheduled. If you have any questions please contact the transportation office listed below.

☐ Click here to acknowledge that you have read the above disclaimer

Pickup Installation		Delivery Installation	
GBLOC:	BGAC	GBLOC:	BKAS
Installation Name:	JOINT PER. PROP. SHIPPING-WA	Installation Name:	FORT BRAGG, NC

Selecting a Counseling Office

REQUESTED PERSONAL PROPERTY OFFICE FOR COUNSELING You may request any Personal Property Office for counseling. This office is responsible for validating all the information you have entered and to answer any of your entitlement questions. Once validation is complete, the Personal Property Office will forward your application and supporting documentation to the shipping office responsible for booking your shipment

*Counseling Office: Select from below

Selected Counseling Office Information

Installation Name:	
Street:	
City:	
State:	
ZIP/APO/FPO:	
Country:	
Phone:	
Fax:	
Email:	

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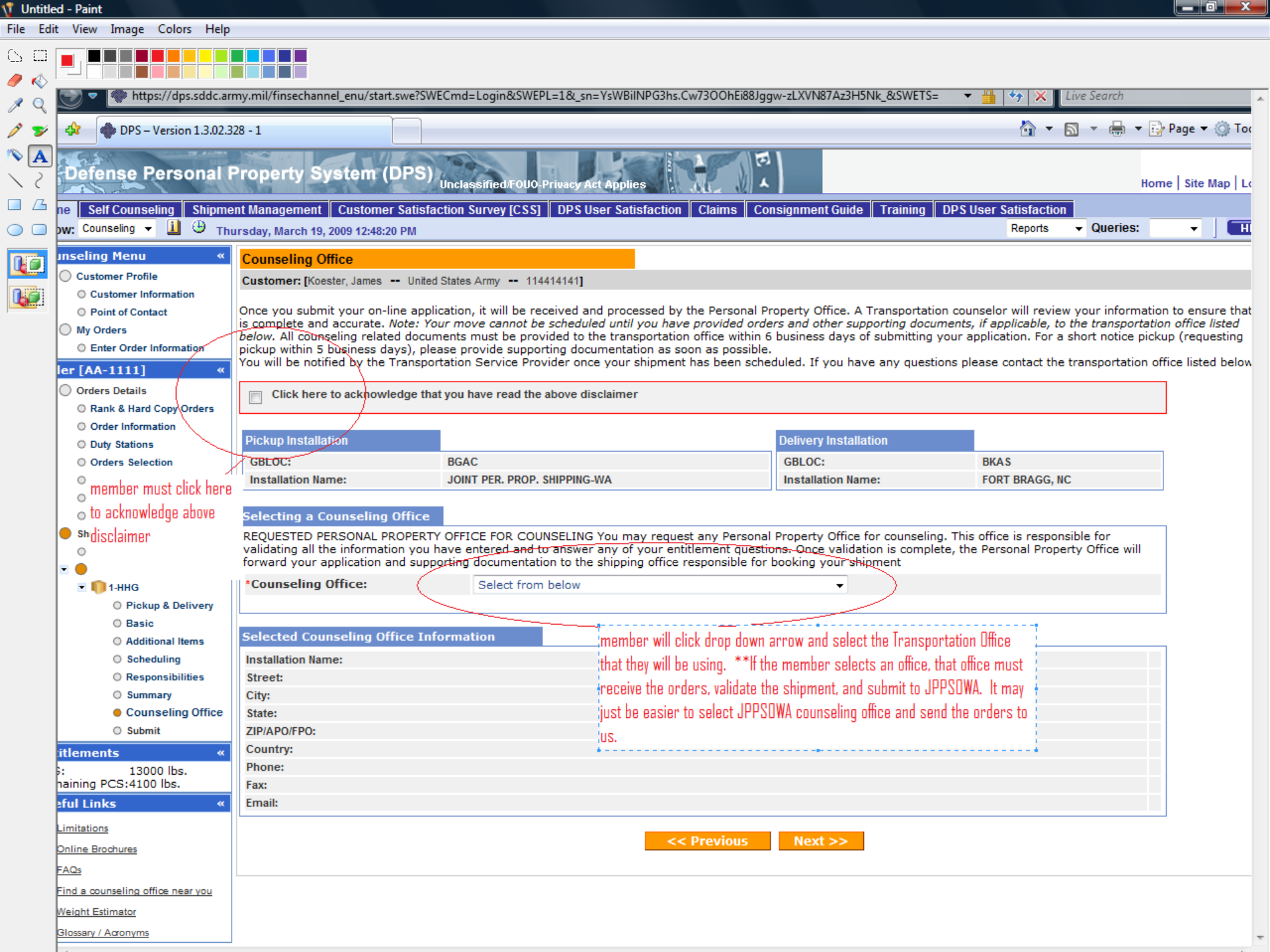
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https://dps.sddc.army.mil/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=YsWBiINPG3hs.Cw73OOhEi88Jggw-zLXVN87Az3H5Nk_&SWETS=
DPS – Version 1.3.02.328 - 1
Defense Personal Property System (DPS)
Unclassified/FOUO-Privacy Act Applies
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Self Counseling | Shipment Management | Customer Satisfaction Survey [CSS] | DPS User Satisfaction | Claims | Consignment Guide | Training | DPS User Satisfaction
Counseling
Thursday, March 19, 2009 12:48:20 PM
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Customer: [Koester, James -- United States Army -- 114414141]
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Click here to acknowledge that you have read the above disclaimer
member must click here to acknowledge above disclaimer
Pickup Installation
GBLOC: BGAC
Installation Name: JOINT PER. PROP. SHIPPING-WA
Delivery Installation
GBLOC: BKAS
Installation Name: FORT BRAGG, NC
Selecting a Counseling Office
REQUESTED PERSONAL PROPERTY OFFICE FOR COUNSELING You may request any Personal Property Office for counseling. This office is responsible for validating all the information you have entered and to answer any of your entitlement questions. Once validation is complete, the Personal Property Office will forward your application and supporting documentation to the shipping office responsible for booking your shipment
*Counseling Office: Select from below
member will click drop down arrow and select the Transportation Office that they will be using. **If the member selects an office, that office must receive the orders, validate the shipment, and submit to JPPSOWA. It may just be easier to select JPPSOWA counseling office and send the orders to us.
Selected Counseling Office Information
Installation Name:
Street:
City:
State:
ZIP/APO/FPO:
Country:
Phone:
Fax:
Email:
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Order [AA-1111]
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Shipment Submit

Customer: [Koester, James -- United States Army -- 114414141]

Please review your forms for accuracy. Once reviewed and any changes completed, click submit button to complete your application.

Forms Required

You will need Acrobat Reader version 8.0 or earlier to view or print these forms in Portable Document Format (PDF).

Get ADOBE READER

DD Form 1299 (Application for Shipment and/or Storage of Personal Property)	View & Print
DD Form 1797 (Personal Property Counseling Check list)	View & Print

These forms may be printed for review before submission. These forms are considered to be a DRAFT until a counsleor has reviewed and Submitted the Shipment request.

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